

Agency Activity Inventory
by Agency
Appropriation Period: FY 2005-06

Agency: R40 - Department of Motor Vehicles

Functional Group: Transportation & Regulatory

1400 Administration

Provide executive leadership, ombudsman, policy, legal and financial services, facilities management, personnel services, communications, procurement, and other administrative services to the agency.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,305,121	\$757,242	\$0	\$0	\$0	\$0	\$2,547,879	59.00

Expected Results:

Ombudsman - Track and reconcile all ombudsman calls. Increase awareness of availability of ombudsman services. Fiscal requirements: Meet all fiscal requirements by expected deadlines. Customer surveys: Monitor customer satisfaction with agency. Going forward, we will have a replicable survey that will allow us to monitor improvements in overall impression and customer satisfaction.

Outcome Measures:

Ombudsman: handled 1,035 total customer inquiries -- an increase of 43% over last year. Customers are utilizing ombudsman services. Fiscal requirements: Met all expected fiscal deadlines. Customer survey: Overall impression of DMV: 85% positive or neutral, 15% negative.

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1401 Customer Service Centers (There are 68 customer service centers throughout the state. All but three offer full service transactions - which total over 500 different types of services/transactions.)

There are 68 customer service centers located throughout the state. With the exception of 3 offices, all offer full service transactions including driver licensing services, vehicle registration, license reinstatements, and titling services. In addition to these services, 16 offices offer transactions for international customers, 34 offices offer skills tests for commercial drivers, and 10 offices provide fingerprinting for CDL hazardous material background checks.

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Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$35,182,530	\$5,350,856	\$0	\$0	\$0	\$0	\$29,831,674	694.00

Expected Results:

Office activity: Expect additional activity because of CDL fingerprinting and FR4 cancellation transactions. Customer Wait Times - Maintain low wait times (15 minutes or less), even if activity and training increases. Saturday hours - Institutionalize Saturday hours in six offices around the state. Training: Partner with technical colleges to provide customer service training for all employees at low cost. Increase manager training for field managers. Customer satisfaction survey: Increase customer satisfaction with field services. Going forward, we will have a replicable survey that will allow us to monitor improvements in customer satisfaction.

Outcome Measures:

Office activity: During fiscal year 2004-05, customer service centers processed 6,046,756 transactions, an increase of 7%. Two major initiatives that increased traffic in our offices: CDL hazmat fingerprinting and implementation of the Automobile Liability Insurance Reporting (ALIR) System. Customer Wait Times: the average wait time statewide for the fiscal year was 10.1 minutes. (higher for individual transactions in higher activity offices). Saturday hours - Total of 62,863 transactions in the six offices open on Saturdays -- about the same annual transaction volume as a medium-sized field office. Training: Partnered with tech colleges to provide customer service training to approx. 750 field employees @\$62.00/person. Provided training in special transactions and HR policies to managers. Customer Survey - Courtesy and Attitude of Staff: 85.2%, Quality of Service Received: 83.1%, Ease of process 81.5%, Speed of service: 75.4%.

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1402 Customer Service Delivery / Alternative Media

This activity describes the delivery of services to customers in ways other than visits to customer service centers. Included in this activity are web transactions, mail-in services for titles, registration and driver's license.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$4,888,848	\$719,804	\$0	\$0	\$0	\$0	\$4,169,044	75.00

Expected Results:

Alternative methods of service delivery provide customers with more options than to just visit customer service centers to complete transactions. The web, mail, and other electronic interfaces allow government to bring the services to the people, rather than the people to the services. These methods of delivery have contributed to greatly reduced wait times in DMV offices as well as to increased customer satisfaction. By providing these options, DMV does not force customers to take time off from work to visit a DMV office. Promote use of web and mail in services

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going forward. Training: Partner with technical colleges to provide customer service training for all employees at low cost. Increase manager training for managers.

Outcome Measures:

Total transactions processed on web 758,340 up from 542, 476 in 2004, a 40% increase. 32% of all customer transactions are now transacted through web and mail. Training: Partnered with tech colleges to provide customer service training to approx. 100 employees @\$62.00/person. Provided training in special transactions and HR policies to managers.

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1403 Customer Service Delivery / Service Centers Headquarters

Support

This is now part of Customer Service Centers

listed above

See explanation listed above with Customer Service Centers

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$0	\$0	\$0	\$0	\$0	\$0	\$0	0.00

Expected Results:

See explanation listed above with Customer Service Centers

Outcome Measures:

See explanation listed above with Customer Service Centers

This activity has been combined with Customer Service Centers, Activity #1401.

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1404 Customer Service Delivery / Titles

Alternative Media listed above

This is now included with

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See explanation listed above with Customer Service Delivery / Alternative Media

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$0	\$0	\$0	\$0	\$0	\$0	\$0	0.00

Expected Results:

See explanation listed above with Customer Service Delivery / Alternative Media

Outcome Measures:

See explanation listed above with Customer Service Delivery / Alternative Media

This activity has been combined with Alternative Media, Activity #1402.

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1405 Customer Service Delivery / Call Center

Handle phone calls from the general public regarding DMV services.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,678,167	\$319,854	\$0	\$0	\$0	\$0	\$1,358,313	50.00

Expected Results:

Improve performance of operation: Seek active solutions to improve call center operations. Establish a partnership with Department of Corrections to outsource handling general information calls. Customer satisfaction survey: conduct survey to measure overall satisfaction with call center operations.

Outcome Measures:

Improve performance of operation: DOC partnership on hold indefinitely. Full success of program contingent on VOIP technology. Transaction Volume: Answered 426,553 calls, average wait time 4:31 minutes. Customer Satisfaction Survey: Surprisingly only 8% (64) of approximately 800 respondents had used the call center. Of those, Satisfaction ratings were as follows: Courtesy/Attitude of Staff: 67.1%, Accuracy of information received: 58.7%; Quality of Services Received: 49.9%; Promptness of calls answered: 48.3. Our goal for the coming year is

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to Increase satisfaction by 10% annually in all categories to achieve at least an 80% rating within 3 years.

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1406 Customer Service Delivery / Product Development and Partnerships

This activity includes the development, enhancement and maintenance of new DMV products and systems used for DMV partnerships with other entities to provide services. New and emerging channels of service delivery at DMV include: on-line Web transactions, internet-based solutions for service delivery (web services). This activity also includes the development of new technologies and system interfaces to provide DMV data/services to major stakeholders such as the insurance industry, financial industry, automotive dealers, law enforcement, county government, etc. This activity also includes partnerships with other entities to provide DMV services.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$1,944,123	\$280,517	\$0	\$0	\$0	\$0	\$1,663,606	14.00

Expected Results:

Partnerships developed for alternative service delivery: EVR (Electronic Vehicle Registration) allowing dealers to issue titles and registrations; CIDR (County Issuance of Decals and Registrations) allowing counties to renew registrations on DMV's behalf; ELT (Electronic Liens and Titling), allowing the banking industry to add and remove liens from vehicle titles electronically. DNR Boat Registration Renewal -registering of boats and motors by DMV. Expand Information services to commercial customers: develop web services business-to-business data interchange capability to migrate existing customers from outdated mainframe operations to business-to-business web services. Includes state portal customers, insurers, counties, magistrate courts. Improved service for law enforcement and other government entities. Improve real time access to DMV information by law enforcement through use of web-browser based technology.

Outcome Measures:

Partnerships developed for alternative service delivery: EVR Processed 200,564 EVR transactions. 163 dealers participating, up from 14 this time last year. CIDR: Implemented first CIDR program with Dorchester County June 1. Dorchester has processed 8800 transactions, generating \$116,000 in revenue; ELT: Established parameters for pilot ELT program; DNR: Documented current processes for DNR transactions. Expand Information services to commercial customers: migrated 84 commercial customers to web services via NIC portal; migrated 34 counties to web services for renewal transactions. Improved service for law enforcement: and other government entities: Currently provide web service transactions to 3 state agencies (DOR, LLR and DOT) and the following law enforcement entities: FBI, U.S. Marshal, DEA, DOJ, BATF, SLED.

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1407 Compliance - Driver Records

Driver Records: Administer laws, policies and procedures as they relate to SC motor vehicle/driver license laws. Responsible for posting violations and suspensions to driver files, correcting information on driver files and maintaining inventory of uniform traffic tickets for State. Court order unit: process changes to driver record through court orders. Compliance unit: process requests for special licenses and processes suspension compliance.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$4,480,866	\$928,788	\$0	\$0	\$0	\$0	\$3,552,078	76.00

Expected Results:

Driver Records: Restructure area by cross-training personnel to accommodate fluctuations in transaction volumes without increasing staffing requirements. The process for adding violations and suspensions to a driver file takes approximately five days. Maintain or improve turnaround time regardless of increase in ticket volume or staffing adjustments. Court order unit: Maintain current staffing levels regardless of volume increase. Compliance unit: process additional route restricted applications without staff increase.

Outcome Measures:

Driver Records: Maintained 5 day processing time to add violation to customer record, in spite of reducing 5 temporary staff. Reduced temp staffing level in court order unit in spite of 200% increase in volume. Currently engaged in major initiative to allow transmission of ticket information from court directly to DMV electronically. Court order unit: Reduced temp staffing in compliance in spite of 22% increase in route restricted applications. Compliance Unit: Reduction in suspension compliance by 7% allowed shifting of personnel to handle other functions.

This activity has been broken out from the previous Compliance Activity listed in last year's Activity Inventory Report.

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1408 Compliance - Driver Improvement and Medical Review

DOE Testing Partnership Program: Responsible for developing/monitoring program that allows DMV to administer knowledge tests at high schools; Driver review: conduct driver record and accident reviews. Commercial Driving School Oversight: regulate/monitor driving schools (non-CDL) processes. Medical Record Review: maintain and forward for medical board review medical records related to a person's ability to safely operate an automobile; identify and retest drivers who need to be re-

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examined.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$516,664	\$473,251	\$0	\$0	\$0	\$0	\$43,413	13.00

Expected Results:

DOE Testing Partnership Program: FY 2004-2005 Add 16 additional schools to DOE Third Party Tester program. Commercial Driving School Oversight: ensure that driving schools are all meeting compliance requirements. Medical Record Review: Identify drivers who are not capable of operating a vehicle due to medical reasons.

Outcome Measures:

DOE Testing Partnership Program: Added 17 schools that conduct knowledge tests. Tested 1611 students through DOE. Those students did not need to visit field office to take the test. Commercial Driving School Oversight: issued or renewed license for 217 commercial driving schools; conducted 90 inspections. Medical Record Review: Reviewed 8,938 cases, leading to 291 DL revocations.

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1410 Compliance - Dealer Licensing, Regulation, and Enforcement

Enforce all laws pertaining to the buying, selling and exchanging of motor vehicles in the State. Responsible for licensing, inspecting and monitoring the operations of all SC motor vehicle dealers and wholesalers. Investigate all offenses and complaints related to dealer motor vehicle laws and conduct periodic audits of dealers.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$817,768	\$663,443	\$0	\$0	\$0	\$0	\$154,325	23.00

Expected Results:

Conduct audit of dealer licensing program to identify inefficient areas within program. Begin to develop statistics surrounding number of sanctions as % of actions.

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Outcome Measures:

Identified areas for improvement through process analysis. Implemented measures not requiring law change. Approximately 5300 Inspections, audits and investigations conducted. Approximately 2000 warning, probation, cancellation and revocation actions were distributed to dealers. In addition, the unit processed 3916 dealer license renewals.

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1411 Motor Carrier Services - State Highway Fuel Tax Funding

The International Fuel Tax Agreement (IFTA) is a base state fuel tax agreement. Persons based in a member jurisdiction operating a qualified motor vehicle(s) in two or more member jurisdictions must license under this agreement or purchase fuel trip permits to travel in member jurisdictions. IFTA requires persons to have an IFTA license and decal on their vehicle if they are traveling into other states transporting property or persons and meet certain weight or axle requirements. Upon receipt of a completed application, DMV issues the license and decals to the applicant. DMV then collects fuel taxes from applicants and disburses them to the SC DOT or to other jurisdictions. DMV also receives fuel taxes due to SC from other states and disburses them to SC DOT.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$926,261	\$6,689	\$0	\$0	\$0	\$0	\$919,572	6.00

Expected Results:

Issue licenses for all IFTA applicants, monitor tax disbursements and collections; conduct audits of trucking companies for compliance with agreement.

Outcome Measures:

During calendar year 2004, DMV issued 3907 IFTA licenses and 45,550 IFTA decals. Process 3907 tax returns from active licensees on a quarterly basis, totaling 15,628 annually. During calendar year 2004, DMV conducted 95 onsite audits and assessed \$74,926 in additional fees and fines.

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1412 Compliance - Highway Safety Statistical Data Entry

Perform data entry function for all collision reports (Form TR-310) occurring in the State. Mandated by federal regulations to have all collision reports occurring in a commercial vehicle entered and uploaded into the Safetynet system within 60 days (SC does it within 30 days)

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Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$190,336	\$6,203	\$0	\$0	\$0	\$0	\$184,133	14.00

Expected Results:

Key in all required accidents within 30 days.

Outcome Measures:

Entered 157,385 accident reports for 2004 within 30 days from receipt of report.

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1615 Motor Carrier Services - Regulation

International Registration Plan (IRP): Issues registrations for apportioned vehicles, defined as any vehicle primarily used for the transportation of property and with a GVW over 26,000 lbs. Single State Registration System (SSRS): Required for "for-hire" carriers with interstate authority, allowing them to haul for-hire commodities regulated by FMCSA. Administer the program for "for-hire" carriers who haul exempt commodities. Performance and Registration Information Systems Management (PRISM): National program allowing states to verify safety rating prior to registration or renewal of motor carrier credentials. New Entrant Program: New Interstate motor carriers must register with FMCSA and have an audit conducted to demonstrate that the carrier has safety management controls in place.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$3,730,317	\$31,621	\$1,712,221	\$0	\$0	\$0	\$1,986,475	41.00

Expected Results:

CVIEW-Enable real-time exchange of registration data with law enforcement personnel at the roadside. PRISM

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Implement PRISM program.

Outcome Measures:

IRP- 21,390 Registrations Issued, 172 Audits conducted, CVIEW- Implemented in conjunction with DPS/STP as part of the Commercial Vehicle Information Systems and Network (CVISN). SSRS- 2,418 Registered and renewed accounts annually for fiscal 2004. PRISM- Implemented program. Conducted safety rating checks on 6,333 accounts. New Entrant Program-fully operational by Sep 2004. 219 Safety audits and 147 vehicle inspections conducted.

This activity has been broken out from the previous Compliance Activity listed in last year's Activity Inventory Report.

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1616 Motor Carrier Services - Commercial Driver's License Regulation

Responsible for monitoring the State's Third Party Tester program for commercial vehicles, truck driving schools and DOE Safety Officers. Ensures state is in compliance with federal regulations for licensing commercial driver license holders.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$828,871	\$226,931	\$0	\$0	\$0	\$0	\$601,940	12.00

Expected Results:

Livescan: Implement LiveScan background check and fingerprinting program for CDL holders seeking Hazardous Materials endorsements. MCSIA: Define requirements and submit enabling legislation to have SC meet federal Motor Carrier Safety Improvement Act (MCSIA) regulations.

Outcome Measures:

DMV monitors 125 third party testing companies. Conducted 154 audits, resulting in 32 actions. Third party programs gave 2815 skills tests, representing individuals that did not come into the DMV to be tested. Livescan: Implemented program: 969 CDL hazmat applicants fingerprinted -- 799 passed, none have been disapproved, others pending. MCSIA - Successfully got legislation passed and defined program, system and process changes required to implement MCSIA.

This activity has been broken out from the previous Compliance Activity listed in last year's Activity Inventory Report.

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1617 Compliance - Financial Responsibility

Financial Responsibility: Responsible for administering and enforcing laws relating to Financial Responsibility Act, Uninsured Motorist Act, the Registration and Financial Security Act and the Uninsured Motorist Database Act. Suspend drivers and/or owners for operating vehicles uninsured and for non-compliance of accidents and judgments. Provide enhancements to ALIR system to improve detection of uninsured motorists and ease of reporting for insurers and customers on financial responsibility suspensions.

FY 2005-06							
Total	General Funds	Federal Funds	Maybank Funds	Supp. Funds	CRF	Other Funds	FTEs
\$5,173,579	\$516,596	\$0	\$0	\$0	\$0	\$4,656,983	43.00

Expected Results:

ALIR System: Increase number of uninsured motorist detected through the ALIR system by 25% Going forward we will be able to provide more month to month comparisons. Accident suspensions: Reduce backlog for accident suspensions through more efficient processing.

Outcome Measures:

ALIR System: ALIR was introduced and became mandatory in October, 2004. Since then, DMV has received almost 600,000 notices of cancellation. ALIR system allowed DMV to identify 213% more motorists who had a lapse in coverage versus the same period in 2003 (ALIR system was not fully operational until Jan 05): Accident suspensions: reduced backlog by 66% while increasing total number of suspensions processed by 7%.

This activity has been broken out from the previous Compliance Activity listed in last year's Activity Inventory Report.

Agency: R40 - Department of Motor Vehicles**Functional Group:** Transportation & Regulatory**1618 Compliance - Document Review and Fraud**

Document Review and Investigation Unit- Responsible for reviewing documents, transaction reports and credentials received as a mechanism for detecting fraud (internal and external), International Customer Unit: develop and implement programs to improve communication with international customers; oversee DL issuance documentation for international customers.

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\$635,453	\$319,791	\$0	\$0	\$0	\$0	\$315,662	14.00

Expected Results:

Document Review and Investigation Unit: Establish formal document review program for original DL's and sample of titles issued. International Customer Unit: implement online document verification with BCIS for foreign customers in pending immigration status; develop written driver tests in Russian, Chinese, and Vietnamese.

Outcome Measures:

Document Review and Investigation Unit: Verify social security number behind the scenes on all original DL (represents 66357 licenses reviewed). International Customer Unit: Processed credentials for 28,662 international customers. Implemented program to verify 100% of customers with pending status in BCIS database. Chinese, Vietnamese and Japanese tests completed, Russian soon available.

This activity has been broken out from the previous Compliance Activity listed in last year's Activity Inventory Report.

AGENCY TOTALS

Department of Motor Vehicles

TOTAL AGENCY FUNDS	TOTAL GENERAL FUNDS	TOTAL FEDERAL FUNDS	TOTAL OTHER FUNDS
\$64,298,904	\$10,601,586	\$1,712,221	\$51,985,097
TOTAL MAYBANK FUNDS	TOTAL SUPPLEMENTAL FUNDS	TOTAL CAPITAL RESERVE FUNDS	TOTAL FTEs
\$0	\$0	\$0	1,134.00